

Waukesha County Communications (WCC)
Dispatch Operations Commission
Meeting agenda & summary notes

Chair – John Dahms
Co-Chair – Scott Taubel
Commission Members

Greg Jezak, Dick Manke, Steve Marks, Matt Pinter, Donald Wiemer and Daniel Tushaus

Meeting Date: 04-03-06 **Time:** 13:00 – 13:30 **Location:** WCC

Present: Jeff Johnson, Steve Marks, Richard Tuma, Daniel Tushaus, Don Wiemer, Mark Mader, Dick Manke, Rick McMillin, Scott Taubel, Matt Pinter, Megan Walsh and Denise Wingenter

Absent: John Dahms, Kaye Schwartz-Kumbier and Greg Jezak

Meeting Agenda

Topic(s) To Be Discussed:

Approve minutes of March 13, 2006 meeting

System Update including the APCO Report

Technology Committee Report and Recommendations

Police Protocols Committee Report and Recommendations

Fire Protocols Committee Report and Recommendations

Dick Manke

Summary Notes

Approve minutes of March 13, 2006 meeting.

Motion made by Don Wiemer.

Seconded by Scott Taubel.

Motion passed unanimously

System Update (including APCO Report)

APCO Report:

Richard Tuma stated that Waukesha County has hired a consultant to look at the CAD system alternatives and how a different system might work with Spillman. We are still working with Spillman to fix what we now have and to give timeframes for the needed fixes. Waukesha County is also investigating putting the map on the phone system to speed up time to transfer 9-1-1 calls. Human Resources have agreed to hire two more dispatchers to start in May, and they are looking into the APCO's suggestion of a training position and an IS position.

County Executive Daniel Vrakas will have a letter out the end of June. Until then, Richard Tuma will keep everyone posted on any updates the County may have.

Matt Pinter asked Richard if the Spillman system is a priority issue. Richard said it definitely was but WCC was working on multiple issues at the same time. Richard said if Spillman can't work with WCC, then alternative systems will be looked at.

Matt Pinter asked about the Psychological profiling that APCO recommended. Richard Tuma stated that Human Resources said that use to do these but had questioned their effectiveness and they were time consuming to conduct. WCC and HR are installing and will be using a system called Criticall. This system will better match the functions of dispatching to the potential candidates. Rick McMillin is working on the system for implementation. It will provide WCC with a better knowledge of all the dispatchers and their multitasking abilities.

Don Wiemer referenced the APCO report and asked if WCC is going to go back to Plan B now. Richard said the DOC approved Plan C which in effect gave the fire they system they wanted of dispatching by determinants and police what they wanted which was dispatching by general category. Right now WCC is still waiting for a few response plans in order to implement Plan C and the 11.2 EMD codes.

Jeff Johnson noted that the APCO study hadn't eliminated any response plans.

Staffing:

Scott Taubel wanted to know if the attrition rate has slowed down. Richard Tuma said it has. Only one Telecommunicator has left since December 8, 2005.

One Supervisor has left due to problems that her child was having in school. WCC is actively reviewing résumé's for this position.

Technology:

Mike Biagioli said that the last three to four months they have been testing IP MobileNet and started IP MobileNet Software has been loaded on laptop computers. Testing started with non-WCC agencies then went to WCC agencies. The start of the Spillman Mobile software may happen in June. New Berlin Police were the first to have IP MobileNet installed and they love it. They said the speed is unbelievable. Over 60 police cars have been implemented with this system so far. Mike Biagioli noted that the system should be good for four to five years until the option of *Broad Band*.

Spillman cancelled the 4.5 upgrade because they wanted to take care of technical problems. We will be ready to move to 4.5 when it fixed. We may move directly to 4.6 if it comes out soon.

Dispatch will be re-written on the CAD system but not in the next upgrade. This will be a major re-design. The system will be much more user friendly. Mike Biagioli will talk to Spillman this Thursday.

Scott Taubel asked Mike Biagioli if the wireless fee license in Waukesha is the thing of the future. Mike answered yes, but it's an issue for rural areas such as where the Sheriff's Department responds. Richard Tuma said that it would probably take at least five years for us to have the coverage over the whole county. Mike Biagioli added that wireless would require a lot of antennas because antennas go for 100-150 feet. We'll need a lot of infrastructure. All six municipalities would have to be in agreement.

Police Protocols:

Police Protocols did not have any recommendations for the DOC Committee.

Fire Protocols:

Fire Protocols did not have any recommendations for the DOC Committee. Jeff Johnson did say that some zoning changes were made as well as response plans, but they should all be taken care of.

Dick Manke:

Don Wiemer wanted to thank Dick Manke for his support and all his efforts over the last years. This is Dick Manke's last meeting with the DOC. Dick Manke responded that it takes all of us to get things done, and that he feels that this Committee can do it. Dick Manke said that as far as Governments goes, you couldn't beat Waukesha County. He is concerned and hopes that the County will provide proper funding for this Center. Dick Manke also wanted everyone to know how lucky we are to have Richard Tuma.

Motion to end meeting by Don Wiemer. Seconded by Steve Marks. All in favor.

Next Scheduled Meeting:
Waukesha County Communications
Monday May 1, 2006
Time: 13:00 to 15:00

Minutes approved by:

Name: _____
Commission Chair/Co-Chair

Signature: _____

Date: _____